User manual mobisma ME - Avaya (IP-Office)

PBX requirements

If you have a supported IPO Software installed no extra hardware is required.

For detailed information on how to configure the PBX[4] please visit this link:
http://www.mobisma.com/reseller/doc/vaxel/PBX_Requirements_AVIPO.pdf

Description of the Mobisma Menu

Functionality Android	**Supported**
Transparent dialling through PBX	Yes
Separate dialling application	No
Dial directly from phone log	Yes
Transfer active calls	No
Removes PBX Number from the mobile phone´s call log	Yes
Verify questions when sending dtmf tones	No
Supports dtmf signalling	Yes
Supports Text Message signalling	Yes
Supports IP signalling	No
Automatically hangs up call after communication with PBX	No

The following pages describes the Mobisma menu and the functions for each item.

Hunt Groups

Login or Logout from the PBX[4] group you belong to.
So you can stay in touch wherever you are.

Hunt Groups - Login all groups

Here you login to all groups.

Hunt Groups - Logout all groups

All groups related to current extension are logged OFF.

Hunt Groups - Login specific group

Login to a specific group.

Input fields

Enter group number	Select one ´Hunt Group´ from the drop down list below. You can also manually apply a valid ´hunt group in the current field and tap ´SEND´ to finish this task.

Voicemail listen

Listen to your voicemail.

Settings

Edit your settings.

Settings - Office mode Inc. Calls On

Office mode for incoming calls is set to: On. when this feature is activated all incoming office calls are diverted to the related Mobile phone.

Settings - Office mode Inc. Calls Off

Office mode for incoming calls is set to: Off. when this feature is activated it is only possible to get in contact with the recipient on the desktop phone.

Settings - Dial with hidden number On

Make a call with hidden number is set to: On. When this feature is activated the messages -Unknown or private number- appears in the recipients display.

Settings - Dial with hidden number Off

Make a call with hidden number is set to: Off. When this feature is activated the number calling appears in the recipients display.

Settings - Call forward

Transfer calls.

Settings - Call forward - Call Forward Always On	Transfer calls is always: On.
Settings - Call forward - Call Forward Always Off	Transfer calls is always: Off.
Settings - Text absence	This is where you assign a text if you are not available.
Settings - Text absence - Off	Delete your unavailability text.
Settings - Text absence - Vacation	Vacation.
Settings - Text absence - Time of return	Back soon.

Settings - Text absence - Lunch

Lunch.

Settings - Text absence - In a meeting

In a meeting.

Settings - Text absence - Do not disturb

Do not disturb.

Settings - Text absence - Back tomorrow

Will be back tomorrow.

Settings - Voicemail

Voicemail settings.

Settings - Voicemail - Voicemail On

Settings - Voicemail - Voicemail Off

Voicemail is: Off.

Settings - Voicemail - All calls to Voicemail On

All calls will go to your voicemail. On.

Settings - Voicemail - All calls to Voicemail Off

All calls will go to your voicemail. Off.

Functions

You can have your own company-specific functions defined in the PBX[4], and use them from this menu.

Functions - Functions

You can have your own company-specific functions defined in the PBX[4], and use them from this menu.

Input fields

Choose function	You can have your own company-specific functions defined in the PBX[4], and use them from this menu.

My Status

Current menu contains real-time information about a certain colleague or yourself. The content includes existent location (GPS) along with active presence, logged on groups and a solid profile status related the smartphone device in current menu.

Office mode Outg. Calls

Office mode for outgoing calls is set to: On

Office mode Outg. Calls - Office mode Outg. Calls On

Office mode will be set to: On. All outgoing calls will be routed through the PBX[4].

Office mode Outg. Calls - Office mode Outg. Calls Off

Office mode will be set to: Off. No outgoing calls will be routed through the PBX[4].

Description of the Mobisma Options Menu

The following pages describes the Mobisma Options Menus. Here is detailed information on how you could change the settings for the program.

About

Current menu ´ABOUT MOBISMA´ provides customary information about users registered version of Mobisma nextG client. This information could be useful in a possible support situation when the client doesn´t functioning as it should. The support team at Mobisma often solves issues quicker if the incoming information contains smartPhone OS, PBX[4] Model and IMEI number. The demo version however doesn´t contains any information under ´ABOUT MOBISMA´ of interesting character that could be used in an operation to solve a support case.

Debug

The usage of this feature is common in cases of expanded troubleshooting, initialized by Mobisma. Concerned customer will obtain fundamental debug activation data in email either from the distributor or Mobisma on how to enabling debug mode in Mobisma nextG client properly.

Debug - System login	The security key is always provided by the distributor or Mobisma to end users via email whenever debug mode has to be turned on. The security key is applied correctly in presented field. Following task is necessary only when it has emerged a to-difficult-to-solve-case among end users.
Input fields	
Enter number	The Security code has to be entered in the current field which is provided by Mobisma. A second alternative ´System utilities´ becomes visible when the valid security code is entered. The debug mode is activated properly under the alternative ´System utilities´. In case of further assistance please contact Mobisma – support@mobisma.com.
Debug - System logout	Current option disables the debug mode process for Mobisma nextG client, all writing against the log file ends as well. The log file is always saved on the smartphone in cases of later reviews.

Settings

Mobisma nextG client is fully configurable. Following option ´EDIT´ contains a list of alternatives of customizable arguments that is necessary for the client to functioning in accordance with promised functionality. The crew at Mobisma strongly recommends not to changes nor replaces any value under this option if lacking elementary technical skills on how the current PBX[4] is configured. A better advice is therefor when something need to be changed/replaced under ´EDIT´ to contact/consult your local PBX[4] administrator who easily can guide you through the whole process.

Settings - General Settings	General setting for your Mobisma client.
Input fields	
My mobilephonenumber	Enter your mobile phone number This is used by your other collegues and also used for the PBX[4] forwarding if you have that settings enabled
My emailadress	Enter your email-address It will be used by your collegues to contact you and to look you up in their internal phone book.
My name	Enter your name as it will be shown for your collegues.
Settings - Access PBX	These settings are important for accessing the Private branch exchange (PBX[4]) from the client. Valid parameters applied open up a totally new world of opportunities where it´s possible to call forwarding, Set presence, dialing from the smartphone through the PBX[4], participate in conference meetings etc.
Input fields	
Line Access Code	The ´line access´ is necessary in many PBX[4] families to accessing the outside line, for instance when dialing external calls on the desktop phone. Values such as 0 or 9 as arguments are used commonly but may also be something different as well. If you are uncertain about the ´line access´ configuration, please, contact your local PBX[4] administrator for additional help.

Direct DISA[2] Number	Mobisma users must have a PBX[4]/DISA[2] number to communicate with other colleagues through the company´s PBX[4]. If the DISA[2] number is incorrect or mistyped all calls will definitely fails when Mobisma is involved. Always begin with a leading plus sign followed by country code when replace/change this number e.g. +449123456789.
Extension No.	The current field is formally dedicated your defined extension in the company´s PBX[4]. e.g. #203. Value in is mandatory and should always contain your internal telephone line extension which originally is configured in your company´s private branch exchange (PBX[4]). The important part here is that this extension is equal with the extension in the PBX[4] otherwise the client may not act as it should.
Pin code:	Pin code is used generally when security options in the company´s PBX[4] are activated. Your company For instance may use some restrictions to establish external calls or set presence. Pin code option is only working for DTMF and haven´t any impact on features related Mobisma´s IP-platform. Pin code option for IPhone is disabled and cannot be used at all. The field is left blank if the company´s PBX[4] doesn´t use restrictions.
Settings - International Dialing...	Under the following option it is clearly possible to change/replace settings concerning international outbound calls. Current PBX[4] settings must however correspond to any replacement done here otherwise initiated international calls using Mobisma nextG client definitely will fall through.
Input fields	
PBX[4] Country Code	The ´PBX[4] Country Code´ is in normal situations pre-configured in the PBX[4] by a PBX[4] administrator. PBX[4] Country code is always related with PBX[4] country location. If moving your extension to a PBX[4] situated in another country then the current ´PBX[4] country code´ have to be replaced with the new ´Country code´.
Int. direct dialling code	Int. Direct Dialling code(IDD) is predefined. Contact your PBX[4] administrator if you want to change this setting.
Digit remove areacode Int.	Digit remove area code Int. is also

	preconfigured. Contact your retailer if you want to change it.
Settings - Operator voicemail	The operator voice mail number exclusively needs to be configured under this option with its number. In turn the current configuration makes Mobisma next client aware of that this operator voice mail number should not be routed via the PBX[4]. Without this option any calls to the operator voice mail number using next client would fail due to the fact that the number otherwise might be interpreted as an extension.
Input fields	
Operator voicemail	This is the number you use to connect to your operator´s voicemail. Example (222).
Settings - Mex options	-Mex option- contains non-categorized specific PBX[4] settings.
Input fields	
Length of the extension numbers	The length of your company´s internal number ´Extension´ can be affected under this option. If your company´s extension list begins with 100 and ends up when reaches 110 the current value should be at least 3. When dialing a number with the length of 4, e.g. 5645 it will be treated as an external number if length in this case is defined to 3. The call will fail due to unknown number. The SIM Card itself has its own limitation. It is commonly known not allowing a length that exceeds 5 and falling below 3.
Settings - Android specific	Options within this view are dedicated ´Android´ ´Mobisma´ and the ´PBX[4]´. Changing anything here could eventually influence the behavior of Mobisma nextG client. It is recommended not to change anything here if you are uncertain how this will affect your nextG client.
Input fields	
Show Status in the Notification Bar	Check this item if you wish to have notifications from the Mobisma program displayed.
Dtmf separator char	The length of DTMF delimiter can be affected by this option. If the DTMF pause length is too short established calls possibly would fail. If this eventually would be the case, add an additional delimiter character, e.g. (,) becomes (,,).

Settings - Group settings 1	Here you configure accessible hunt groups initially predefined in the PBX[4]. To first begin with you must have personal permission accessing current hunt groups which normally has been defined in the PBX[4] by a PBX[4] administrator.In the current version of Mobisma you can have Max 4 groups as Favorites
Input fields	
Group number	Enter a valid accessible group number in existing field. Field allows only numeric values.
Group name	Enter an optional/suitable group name that correlates to the above specified group number. Group name can be changed as desired. The functionality isn´t affected by user-defined name replacement.
Group number	Enter a valid accessible group number in existing field. Field allows only numeric values.
Group name	Enter an optional/suitable group name that correlates to the above specified group number. Group name can be changed as desired. The functionality isn´t affected by user-defined name replacement.
Settings - Group settings 2	Here you configure accessible hunt groups that initially are predefined in the PBX[4]. To begin with you must first have personal permission to access these hunt groups which is defined in the PBX[4] normally by a PBX[4] administrator.
Input fields	
Group number	Enter a valid accessible group number in existing field. Field allows only numeric values.
Group name	Enter an optional/suitable group name that correlates to the above specified group number. Group name can be changed as desired. The functionality isn´t affected by user-defined name replacement.
Group name	Enter an optional/suitable group name that correlates to the above specified group number. Group name can be changed as desired. The functionality isn´t affected by user-defined name replacement.
Group number	Enter a valid accessible group number in existing field. Field allows only numeric values.
Settings - Avaya shortcodes 1	Avaya-specific codes.

Settings - Avaya shortcodes 2	Avaya-specific codes.
Settings - Avaya shortcodes 3	Avaya-specific codes.
Settings - Avaya shortcodes 4	Avaya-specific codes.
Settings - My functions 1	Possibility to enter individual functions in the PBX[4].
Settings - My functions 2	Possibility to enter individual functions in the PBX[4].
Settings - My functions 3	Possibility to enter individual functions in the PBX[4].
Settings - My functions 4	Possibility to enter individual functions in the PBX[4].
Settings - My functions 5	Possibility to enter individual functions in the PBX[4].
Settings - My functions 6	Possibility to enter individual functions in the PBX[4].
Settings - My functions 7	Possibility to enter individual functions in the PBX[4].
Settings - Extensionlist 1	Under the current option you easily apply your favourite extensions. These extensions should frequently be used by you during the activities of the day. If you are uncertain which extensions you could use for the purpose, Please contact your PBX[4] administrator.
Input fields	
Enter extension	Add an extension.
Enter extension	Add an extension.
Enter name of extension	Enter the name for the above extension.
Enter name of extension	Enter a name for the above extension.
Settings - Extensionlist 2	Under the current option you easily apply your favourite extensions. These extensions should frequently be used by you during the activities of the day. If you are uncertain which extensions you could use for the purpose, Please contact your PBX[4] administrator.
Input fields	
Enter extension	Add an extension.

Enter extension	Add an extension.
Enter name of extension	Enter a name for the above extension.
Enter name of extension	Enter a name for the above extension.
Settings - Extension list 3	Under the current option you easily apply your favourite extensions. These extensions should frequently be used by you during the activities of the day. If you are uncertain which extensions you could use for the purpose, Please contact your PBX[4] administrator.
Input fields	
Enter extension	Add an extension.
Enter extension	Add an extension.
Enter name of extension	Enter a name for the above extension.
Enter name of extension	Enter a name for the above extension.
Settings - Extension list 4	Under the current option you easily apply your favourite extensions. These extensions should frequently be used by you during the activities of the day. If you are uncertain which extensions you could use for the purpose, Please contact your PBX[4] administrator.
Input fields	
Enter extension	Add an extension.
Enter extension	Add an extension.
Enter name of extension	Enter a name for the above extension.
Enter name of extension	Enter a name for the above extension.
Settings - PBX Date and time settings	This feature customizes date and time representation which can be seen under ´My status´ and on the desktop phone. It´s unquestionably only allowed using 24-hour-format.
Input fields	
Date format	Here you influence outcome of the date format that presents in PBX[4] and the Mobisma. The primary pre-condition is first and foremost that the PBX[4] has this opportunity. If the date format presents as ´Month´ ´Day´ e.g. ´1201´ (MMDD) it´s legitimate to changing date presentation to ´Day´ ´Month´ e.g. ´0112´ (DDMM). Only numeric values are allowed. For further

	help, contact you PBX[4] administrator.
Time format	This field describes the Time format that the PBX[4] expects. The default value is HHmm where HH is the hour in two-digit format, for example 01 for one a clock. mm is minutes in two-digit format, for example 15 for 15 minutes. Verify this with the person who configures the PBX[4] if you need to change it.
Settings - Optional Mex settings	-Mex Settings contains non-categorized specific Mobisma settings.
Input fields	
Force dialing with Mobisma	When this option is activated it is impossible to turn off Mobisma´s dial function. All outgoing calls from your smartphone will be treated as MEX[3] calls and therefor also always routed through the PBX[4] in every single occasion when you dialing with the smartphone. This feature is password protected and can only be deactivated using correct authentication credentials. In case when you wish to unlock this feature, please contact your local PBX[4] administrator for assistance and further details.

Configuration

Current option ´Download configuration’ allows users to download the latest configuration for Mobisma nextG client directly to the smartphone using WIFI/GPRS/3G. It is important knowing that this action doesn´t make any difference between configuration values in the database and your local settings for the Mobisma nextG client. This task is basically overwriting settings for Mobisma nextG client every time this action is performed.

Explanation of terms

This section provides an explanation of the technical terms used in the manual

[1]DDI

Direct inward dialling. The trunk telephone line used to dial in to the PBX.

[2]DISA

Direct Inward System Access. A PBX system feature that Mobisma uses to communicate with the PBX.

[3]MEX

Mobile Extension: You will integrate a mobile phone to a PBX (Switchboard). Then you will be able to reroute all your mobile phone calls through the PBX.

[4]PBX

Your mobile phone must be connected to a A business telephone system (PBX) to be able to use the MEX functions (Mobile Extension functions).

[5]TIE-LINE

A Tie Line, also known as a tie trunk, is a communication connection between extensions of a private telephone system, typically two PBXs.